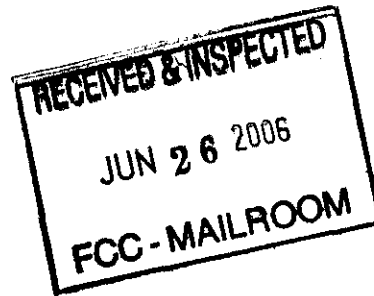




STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Rhode Island Division of
Public Utilities and Carriers
89 Jefferson Blvd.
Warwick RI 02888
(401) 941-4500



June 23, 2006

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

Ms. Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington, DC 20554
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2005 through May 31, 2006
CG DOCKET NO. 03-123
DA 06-1175

Dear Ms. Dortch and Ms. Gregory,

The Rhode Island Public Utilities Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Rhode Island to provide Telecommunications Relay Service through August 1, 2006.

Hamilton tracks and monitors all complaints and other customer service activity for the State of Rhode Island. The State of Rhode Island's complaint summary is associated with the following database categories:

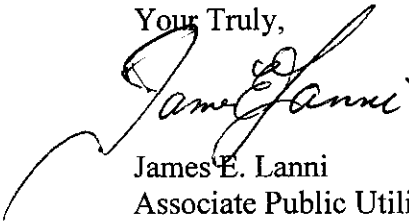
- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breech
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 24 hours.

Of sixty-two (62) total complaints in Rhode Island, forty-four (44) are from the same relay user who has had difficulty understanding what relay is and how to best utilize the relay. Hamilton's Outreach and Customer Service personnel have been to this user's home on several occasions to assist, but this customer still does not fully understand *telecommunications relay service*. *Customer Service will continue to work with this relay user.*

Please feel free to contact myself at 401-780-2120 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Your Truly,

A handwritten signature in cursive script, appearing to read "James E. Lanni". The signature is written in dark ink and is positioned above the printed name and title.

James E. Lanni
Associate Public Utilities Administrator
for Operations and Consumer Affairs

Enclosure

cc: Thomas Ahern, DPUC Administrator

Rhode Island Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

External Complaints—Miscellaneous

Inquire Date 06/20/2005

Record ID 9491

Call Taken By At the Workstation

CA Number 1363

Responded By Chantell Bailey

Response Date 06/20/2005

Resolution Date 06/20/2005

Customer requested a Supervisor at the workstation. Customer stated that her party hung up on her and she wanted the relay to redial that number and "No Bill" the call. Customer does not feel that she should have to pay for the call because the other party hung up on her.

Supervisor came to the workstation and explained to the customer that the other party hung up on the relay. Supervisor stated that because the other party hung up that the relay would be unable to "No Bill" the return call for the customer. Supervisor stated that if she had any questions to please contact Customer Service. Customer was still upset and refused to place another call.

External Complaints—Miscellaneous

Inquire Date 07/07/2005

Record ID 9635

Call Taken By Customer Service Rep

CA Number 1381

Responded By Karen Griffin

Response Date 07/07/2005

Resolution Date 07/07/2005

Customer was upset with the CA because the call took too long to process and she did not understand the recording. Customer became very upset when the representative at the company she was calling hung up.

CA handling the call requested a Supervisor at the workstation. Supervisor explained that the customer had reached a recording to hold for the next live representative. The representative answered, was told it was a relay call and then hung up. The customer was still upset after the explanation and hung up.

External Complaints—Miscellaneous

Inquire Date 09/01/2005

Record ID 10126

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 09/02/2005

Resolution Date 09/02/2005

Customer stated that calls to his mother appear to have garbling. Customer did not have call information. Customer's mother also called in regards to the same issue and stated that her telephone is a new VCO model. Both stated that the calls are through another provider.

Since the customer stated that the calls were not processed through Rhode Island Relay, Customer Service directed the customer to contact the other relay provider in regards to this issue. Customer Service explained the same to the customer's mother. Both customers were satisfied.

External Complaints—Miscellaneous

Inquire Date 10/03/2005

Record ID 10269

Call Taken By At the Workstation

CA Number

Responded By Tina Collingham

Response Date 10/05/2005

Resolution Date 10/05/2005

Customer complained that the CA had made several typing errors. Customer did not have the CA number.

Supervisor apologized to the customer and stated that the relay would investigate this issue and that once the CA number was acquired, the CA would be counseled in regards to this issue. The technical department was unable to locate a call through Rhode Island Relay with the call information that was given. The customer was informed of the information and understood.

External Complaints—Miscellaneous

Inquire Date 10/06/2005

Record ID 10313

Call Taken By Supervisor

CA Number

Responded By Mila Simmons

Response Date 10/06/2005

Resolution Date 10/06/2005

Customer has been receiving calls that are not through the relay.

Supervisor stated that there was nothing that relay could do if the call was not placed through the relay and directed the customer to their local telephone company. Customer understood.

External Complaints—Miscellaneous

Inquire Date 12/28/2005

Record ID 10788

Call Taken By At the Workstation

CA Number

Responded By Tina Collingham

Response Date 12/29/2005

Resolution Date 12/29/2005

Customer was attempting to place an international call through the relay. Customer stated that they have been able to dial this number before, but cannot get this number to go through at this time.

Supervisor at workstation explained that everything was set correctly and that the CA was reaching a recording that stated the call could not be completed as dialed. Supervisor stated this recording is an operator generated recording and was possibly generated by the long distance carrier. The technical department investigated and discovered that the call was dialing out correctly from the relay. Customer Service suggested that the customer contact their long distance provider. Customer understood. The technical department contacted Verizon and explained the issue. Customer has been contacted and the technical department continues to contact Verizon. At this time, Verizon needs to take further action to correct the problem.

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Inquire Date 02/13/2006

Record ID 11075

Call Taken By Operations Mgr

CA Number 6149

Responded By Diane Taylor/Tina Collingham

Response Date 02/14/2006

Resolution Date 02/14/2006

Customer was upset that the CA did not type the message correctly. Customer also stated that a CA hung up on a different call.

Assistant Operations Manager apologized and stated that the CA would be counseled. The technical department investigated and discovered that the CA did not disconnect the call. CA was counseled. Customer was notified and understood.

**Service Complaints--CA Did not Keep User
Informed**

Inquire Date 07/08/2005

Record ID 9637

Call Taken By Operations Mgr

CA Number 1153

Responded By Barb Handrup

Response Date 07/08/2005

Resolution Date 07/08/2005

Customer wanted to know why the CA did not repeat her message when the second person answered. Customer stated that after a hearing person gave the CA the information, she asked the TTY party to please hold but the CA did not keep her informed. Customer stated that she requested a Supervisor. The customer stated that the Supervisor said she was sorry but did not explain what happened.

Relay Manager stated that the Supervisor was contacted and it was discovered that the CA was receiving the spelling of a medication and that is when the customer was asked to hold. CA and Supervisor were counseled on keeping the user informed. Customer was satisfied.

Service Complaints--CA Did not Keep User Informed

***Inquire Date 09/05/2005
Record ID 10130
Call Taken By Lead CA
CA Number 1159
Responded By Tina Collingham
Response Date 09/05/2005
Resolution Date 09/07/2005***

Customer requested to speak to the Relay Manager. Customer was upset because she has not been kept informed during calls to businesses that were transferred to another department.

Relay Manager apologized to the customer and stated that the CA should always identify to the customer when another person comes on the line. CA was counseled and customer was satisfied.

Service Complaints--CA Did not Keep User Informed

***Inquire Date 10/01/2005
Record ID 10311
Call Taken By Supervisor
CA Number 1234
Responded By Lori Goff
Response Date 10/01/2005
Resolution Date 10/01/2005***

Customer was upset that the CA did not respond to her after the CA sent the number to dial. Customer stated that the CA was not keeping her informed of what was happening on the call.

Supervisor apologized and stated that the CA would be counseled. Customer was satisfied and the CA was counseled in regards to this issue.

Service Complaints--CA Did not Keep User Informed

***Inquire Date 12/01/2005
Record ID 10749
Call Taken By Lead CA
CA Number 6664 & 6111
Responded By Diane Taylor
Response Date 12/01/2005
Resolution Date 12/01/2005***

Customer was upset that the CA did not keep her informed of what was happening on her call. Customer stated that she has NI in her profile and the parties that she was calling hung up. Customer stated that the CAs should keep the called party on the line.

Supervisor explained NI and stated that sometimes parties will hang up. Supervisor apologized to the customer and stated that she would get the customer a different CA. The new CA placed another call for the customer and the party also hung up. Customer called Assistant Operations Manager. Assistant Operations Managers apologized to the customer and stated that she would counsel the Supervisor and CA in regards to this issue and stated that with NI, the CA is not allowed to say anything at all and this could be why the parties might hang up. Customer understood and did not want her profile changed.

Service Complaints--CA Did not Keep User Informed

***Inquire Date 12/08/2005
Record ID 10785
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 12/08/2005
Resolution Date 12/12/2005***

Customer thought that the CA had hung up on her.

Assistant Operations Manager forwarded the information to the technical department and discovered that the CA did not hang up on the customer. Assistant Operations Manager apologized and explained to the customer that she was not disconnected. Customer was satisfied.

Service Complaints--CA Did not Keep User Informed

***Inquire Date 12/13/2005
Record ID 10786
Call Taken By Operations Mgr
CA Number 6921
Responded By Diane Taylor
Response Date 12/13/2005
Resolution Date 12/16/2005***

Customer felt the CA hung up on her and did not keep her informed during the conversation.

Assistant Operations Manager forwarded the information to the technical department. The technical department investigated and discovered that the CA did not release the call. Assistant Operations Manager apologized for the inconvenience and stated the CA would be counseled on keeping the user informed. Customer was satisfied and CA was counseled.

Service Complaints--CA Did not Keep User Informed

***Inquire Date 02/17/2006
Record ID 11038
Call Taken By Program Mgr
CA Number 6594
Responded By Diane Taylor
Response Date 02/17/2006
Resolution Date 02/17/2006***

Customer was upset that the CA did not keep her informed when retrieving her voice mail.

Assistant Operations Manager apologized to the customer and stated the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Did not Keep User Informed

***Inquire Date 02/22/2006
Record ID 11108
Call Taken By Operations Mgr
CA Number 6444
Responded By Barb Handrup
Response Date 02/22/2006
Resolution Date 02/22/2006***

Customer requested a female CA and did not receive a response from the relay.

Relay Manager stated that the CA would be counseled about keeping the user informed. CA was counseled and customer was satisfied.

Service Complaints--CA Did not Keep User Informed

***Inquire Date 03/04/2006
Record ID 11279
Call Taken By At the Workstation
CA Number 6265
Responded By Kelly Capener
Response Date 03/04/2006
Resolution Date 03/04/2006***

Customer was upset that the CA did not keep her informed.

Supervisor apologized and stated that the CA would be counseled. Customer understood. The technical department investigated and discovered that a technical problem at the workstation did not allow the CA to type. The technical problem has been resolved. Customer wanted a call back, but did not want to give the Supervisor her telephone number. Customer contacted the relay at a later date and was informed of the information. Customer understood.

Service Complaints--CA Did not Keep User Informed

Inquire Date 04/19/2006

Record ID 11484

Call Taken By Operations Mgr

CA Number 6416 & 6322

Responded By Diane Taylor

Response Date 04/19/2006

Resolution Date 04/19/2006

Customer was upset with two CAs and the Supervisor. Customer stated that the first CA did not keep her informed and the second CA did not retrieve her voice mail correctly. Customer stated that when she asked for the Supervisor, they did not assist her.

Assistant Operations Manager apologized to customer and stated that the CAs and the Supervisor would be counseled. CAs and Supervisor were counseled. Customer was satisfied.

Service Complaints--CA Did not Keep User Informed

Inquire Date 05/23/2006

Record ID 11697

Call Taken By Customer Service Rep

CA Number 6664

Responded By Barb Handrup/Tina Collingham

Response Date 05/23/2006

Resolution Date 05/23/2006

Customer was upset that CA did not keep her informed during the call when she reached a recording.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and the customer was satisfied.

Service Complaints--CA Typing

Inquire Date 08/18/2005

Record ID 9979

Call Taken By Operations Mgr

CA Number 1398 M

Responded By Barb Handrup

Response Date 08/19/2005

Resolution Date 08/19/2005

Customer stated that the CA had made a mistake while typing the message and when the customer requested that the CA correct the mistake, it was also typed incorrectly. Customer was upset that the CA had not corrected the typing error.

Relay Manager apologized and stated that the CA would be counseled. Customer was satisfied and the CA was counseled.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 07/07/2005

Record ID 9634

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 07/07/2005

Resolution Date 07/07/2005

Customer has been receiving fraudulent phone calls through Rhode Island Relay and wanted to know how to obtain call records.

Customer Service suggested that the customer contact law enforcement. Customer Service explained that if a court order was obtained then we could release call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 07/28/2005
Record ID 9758
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 07/28/2005
Resolution Date 07/28/2005***

Business has been receiving fraudulent phone calls through the relay. Police officer arrived at the store and called back to the relay. Police officer wanted to know if the call received was placed through the relay.

Customer Service explained if a court order is obtained, call information would be released to the Court. Officer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 09/25/2005
Record ID 10214
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 09/25/2005
Resolution Date 09/25/2005***

Customer has received multiple calls from someone through Rhode Island Relay. CA gave the customer the Rhode Island Relay's Customer Service number. Customer continues to tell the person calling that they have the wrong number, but the calls have not stopped.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 06/06/2005
Record ID 9381
Call Taken By Operations Mgr
CA Number 1333
Responded By Diane Taylor
Response Date 06/06/2005
Resolution Date 06/06/2005***

Customer stated that the CA would not repeat the conversation when the customer was unable to hear what was said.

Assistant Operations Manager apologized to the customer and stated that the CA would be counseled. Customer was satisfied and the CA was counseled.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 11/15/2005
Record ID 10516
Call Taken By Operations Mgr
CA Number 1384
Responded By Diane Taylor
Response Date 11/15/2005
Resolution Date 11/15/2005***

Customer stated that the CA did not inform her that there was no new messages in her voice mail.

Assistant Operations Manager stated that the CA would be counseled on following the proper procedures for checking the voice mail. Customer was satisfied and the CA was counseled.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 01/18/2006
Record ID 10869
Call Taken By Supervisor
CA Number
Responded By Tina Collingham
Response Date 01/19/2006
Resolution Date***

Customer was upset because the customer placed a call from a location other than his home and was disconnected from the relay.

Supervisor apologized and stated the information would be forwarded to the technical department. Supervisor suggested setting up a remote profile, but the customer refused. Customer Service notified the customer that the problem was CA error. All CAs have been counseled on proper procedures for this type of connection. Customer was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 01/25/2006
Record ID 10918
Call Taken By Lead CA
CA Number 6295
Responded By Tina Collingham
Response Date 01/25/2006
Resolution Date 01/31/2006***

Customer stated CAs are not dialing or seeing the telephone number that he has typed. Customer has a profile set up for Automatic HCO.

Customer Service apologized and stated the information would be forwarded to the technical department. The technical department discovered that the issue was CA error. CA was retrained on HCO procedure. Customer was notified and understood.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 05/24/2006
Record ID 11715
Call Taken By Operations Mgr
CA Number 6344 & 6006
Responded By Barb Handrup
Response Date 05/24/2006
Resolution Date 05/24/2006***

Customer was upset that two CAs did not follow proper procedure when identifying her call and her party hung up on her.

Customer Service apologized and stated that the CAs would be counseled. CAs were counseled and customer was satisfied.

***Service Complaints--Replaced CA
Improperly in Middle of Call***

***Inquire Date 01/30/2006
Record ID 10921
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 01/30/2006
Resolution Date 01/30/2006***

Customer was upset that the CA hung up.

Assistant Operations Manager apologized and explained that the CA would be counseled. Assistant Operations Manager investigated and discovered that the CA was replaced improperly during a call. CA and Supervisor were counseled. Customer understood.

Service Complaints--Ringin/No Answer

Inquire Date 07/16/2005

Record ID 9703

Call Taken By Lead CA

CA Number

Responded By Chris Doyle

Response Date 07/16/2005

Resolution Date 07/16/2005

Customer stated that her father had tried several times to reach the relay both through 711 and the toll free number and that the relay was not answering the call.

Lead CA apologized to the customer and stated that relay had been very busy and asked if the customer could please try their call again. There has been no further contact from the customer in regards to this issue. Hamilton answered 91% of all calls in 10 seconds on this day.

Service Complaints--CA Hung Up on Caller

Inquire Date 02/06/2006

Record ID 11014

Call Taken By Supervisor

CA Number 6006, 1109, 6326 & 3016

Responded By Diane Taylor

Response Date 02/06/2006

Resolution Date 02/06/2006

Customer stated that the CA did not follow her voice mail procedure correctly. Customer also stated that several CAs had hung up on her.

Assistant Operations Manager apologized and stated that the CAs would be counseled. CAs were counseled and customer was satisfied.

Service Complaints--CA Hung Up on Caller

Inquire Date 02/15/2006

Record ID 11073

Call Taken By Lead CA

CA Number 6416

Responded By Diane Taylor

Response Date 02/16/2006

Resolution Date 02/16/2006

Customer stated that the CA hung up on her call.

Assistant Operations Manager apologized and stated that the CA would be counseled. The technical department investigated and discovered that proper procedures were followed. CA was counseled and customer was satisfied.

Service Complaints--CA Hung Up on Caller

Inquire Date 03/06/2006

Record ID 11280

Call Taken By Customer Service Rep

CA Number 6267FT

Responded By Tina Collingham

Response Date 03/06/2006

Resolution Date 03/06/2006

Customer was frustrated that the CA stated that there was one voice mail message. Customer stated that this was incorrect and asked the CA to redial. At that time there were three messages. Customer stated that the CA hung up before the customer was finished.

Customer Service apologized and explained how there could be a different message count. Customer Service stated that the CA would be counseled on proper call procedures. The technical department investigated and discovered that the CA had not hung up on the customer. CA was counseled and customer understood.

Service Complaints--CA Hung Up on Caller

***Inquire Date 05/01/2006
Record ID 11574
Call Taken By Operations Mgr
CA Number 6459
Responded By Barb Handrup/Tina Collingham
Response Date 05/01/2006
Resolution Date***

Customer upset that CA hung up on her.

Relay Manager stated would have technicians check into this issue and apologized to customer for the inconvenience. Customer understood. Information has been forwarded to technicians.

Service Complaints--CA Hung Up on Caller

***Inquire Date 05/01/2006
Record ID 11575
Call Taken By Customer Service Rep
CA Number 6274
Responded By Tina Collingham
Response Date 05/01/2006
Resolution Date***

Customer upset that CA hung up on her.

Customer Service stated would forward this information to the technicians and apologized to customer. Customer Service stated would give this information to Relay Manager as soon as available. Customer was satisfied and information was forwarded to technicians.

Service Complaints--CA Hung Up on Caller

***Inquire Date 05/02/2006
Record ID 11576
Call Taken By Lead CA
CA Number 3066
Responded By Tina Collingham/Steve Holzenagel
Response Date 05/02/2006
Resolution Date***

Customer upset that CA hung up on her.

Lead CA apologized and stated this information would be forwarded to the Relay Manager. Customer was satisfied. Information was forwarded to the relay technicians.

Service Complaints--Miscellaneous

***Inquire Date 06/10/2005
Record ID 9383
Call Taken By Supervisor
CA Number 1238 M
Responded By Tina Collingham
Response Date 06/14/2005
Resolution Date 06/14/2005***

Customer was upset and wanted a female CA. Customer felt that the Supervisor was not being honest when she stated that there was no female CAs available. Customer stated that she would be contacting the Relay Manager in regards to this issue.

Supervisor came to the workstation and informed the customer that there were no female CAs available at that time. Supervisor stated that she would make sure that the Relay Manager was informed of this situation. Customer hung up. The message was forwarded to the Relay Manager but there has been no call back from the customer in regards to this issue.

Service Complaints—Miscellaneous

***Inquire Date 09/05/2005
Record ID 10129
Call Taken By Supervisor
CA Number
Responded By Chris
Response Date 09/05/2005
Resolution Date 09/05/2005***

Customer was attempting to dial to a number that was continually busy. Customer had connected to two different CAs. Customer connected to each CA on a different line in their home. Customer was very upset that the call was not processing.

Supervisor explained to the customer that the call was connected with one CA on one line and that the customer needed to hang up the second line for the call to finish processing. The customer had apparently hit flash on their telephone and had placed two calls through the relay at the same time. Customer stated the relay was wasting her time. Customer hung up but inadvertently switched to the other line and processed the call with the first CA. Customer was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 09/23/2005
Record ID 10213
Call Taken By Operations Mgr
CA Number 1292
Responded By Barb Handrup
Response Date 09/23/2005
Resolution Date 09/23/2005***

Customer stated that it took too long at the end of the call for the CA to send the "SK", so that she could give another number or close her call.

Relay Manager apologized and stated that the CA would be counseled. Customer was satisfied and CA was counseled on the importance of quickly processing calls.

Service Complaints—Miscellaneous

***Inquire Date 11/19/2005
Record ID 10560
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 11/21/2005
Resolution Date 11/21/2005***

Customer was having difficulties accessing her voice mail and is frustrated with CAs and Supervisors because they are not following her directions.

Assistant Operations Manager explained to customer that CAs must follow specific procedures. Assistant Operations Manager worked with customer to improve the communications between CAs and customer. Customer was satisfied and all CAs and Supervisors were counseled in regards to these issues.

Service Complaints—Miscellaneous

***Inquire Date 12/27/2005
Record ID 10787
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 12/27/2005
Resolution Date 12/27/2005***

Customer complained about receiving CAs that are in training.

Assistant Operations Manager explained that the calls come into whichever station has an available CA and cannot discern if the CA is in training. Assistant Operations Manager suggested that the customer request a different CA, if so desired. Customer was satisfied.

Service Complaints—Miscellaneous

Inquire Date 01/09/2006
Record ID 10834
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 01/09/2006
Resolution Date 01/09/2006

Customer inquired if the relay could make a larger space for notes in her profile. Customer stated that it takes too long to have a female CA take over her call when she requests one.

Assistant Operations Manager explained that at this time the technical department has not been able to expand the notes box in the profile. Assistant Operations Manager also explained that if a female CA is not available at the time when one is requested, the customer would have to wait until another customer is done with his/her call. At that time the female CA would be transferred to her call. Customer understood.

Service Complaints—Miscellaneous

Inquire Date 01/11/2006
Record ID 10905
Call Taken By Customer Service Rep
CA Number 6594
Responded By Barb Handrup
Response Date 01/11/2006
Resolution Date 01/11/2006

Customer was upset because she had been unable to reach the relay. When the customer did connect with the relay, the male CA hung up.

Relay Manager apologized and stated the information would be forwarded to the technical department. The technical department had received an observation sheet about this call. Customer had requested a female CA and the CAs did follow proper procedure to switch CAs. Customer was notified and understood.

Service Complaints—Miscellaneous

Inquire Date 03/22/2006
Record ID 11285
Call Taken By Lead CA
CA Number
Responded By Kari Houg
Response Date 03/23/2006
Resolution Date 03/23/2006

Customer was trying to contact Customer Service and was given the wrong number.

Lead CA verified the correct Customer Service number and placed a test call for the customer. This call rang through. Lead CA directed customer to dial the different number that was given to the customer. Customer was satisfied.

Service Complaints—Miscellaneous

Inquire Date 03/28/2006
Record ID 11290
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 03/28/2006
Resolution Date 03/28/2006

Customer was upset with Supervisor and CA as they would not repeat the phone number acquired from directory assistance.

Assistant Operations Manager apologized to customer and explained that Supervisor and CA would be counseled, as the CA and Supervisor should have repeated the information. CA and Supervisor were counseled and customer understood.

Service Complaints—Miscellaneous

***Inquire Date 04/12/2006
Record ID 11477
Call Taken By Customer Service Rep
CA Number 6991
Responded By Diane Taylor
Response Date 04/13/2006
Resolution Date 04/13/2006***

Customer was upset that the Supervisor and CA gave her a hard time when she tried to place her call. Customer requested to speak to the Relay Manager or Assistant Operations Manager.

Relay Manager apologized and stated that CA and Supervisor would be counseled. CA and Supervisor were counseled. Customer was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 04/25/2006
Record ID 11521
Call Taken By Operations Mgr
CA Number 3019
Responded By Barb Handrup
Response Date 04/25/2006
Resolution Date 04/25/2006***

Customer stated that the CA refused to call for a Supervisor when asked and kept informing her that the Supervisor was busy. Customer was upset as there should be more than one Supervisor available at all times.

Relay Manager apologized and explained that at certain times of the day, there may only be one Supervisor. Relay Manager stated that CA would be counseled. CA was counseled and customer understood.

Service Complaints—Miscellaneous

***Inquire Date 05/16/2006
Record ID 11693
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/18/2006
Resolution Date 05/22/2006***

Customer stated that she was upset as the Supervisor did not give her name when it was requested.

Customer Service apologized and stated that the Supervisor would be counseled. Customer Service attempted to explain that the Supervisor had been counseled but the customer was very upset and only wanted to speak to the Relay Manager. This information was forwarded to the Relay Manager. Relay Manager spoke to customer and assured her that the Supervisor had been counseled in regards to this issue. Customer was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 05/31/2006
Record ID 11747
Call Taken By At the Workstation
CA Number 6585
Responded By Amanda & Scott/Barb Handrup
Response Date 06/01/2006
Resolution Date 06/01/2006***

Customer was upset and stated that the CA processed her call incorrectly.

Lead CA apologized and stated that a different CA would process her call. CA was counseled and customer was satisfied.

Service Complaints--Didn't Follow Voice Mail/Recording Procedure

***Inquire Date 06/22/2005
Record ID 9494
Call Taken By Operations Mgr
CA Number 1161
Responded By Barb Handrup
Response Date 06/22/2005
Resolution Date 06/22/2005***

Customer was upset with the CA and Supervisor. The male CA did not type all of the information that was on the voice mail recording.

Relay Manager apologized and stated that both the CA and Supervisor would be counseled. Customer was satisfied. CA and Supervisor were counseled.

Service Complaints--Didn't Follow Voice Mail/Recording Procedure

Inquire Date 01/12/2006

Record ID 10906

Call Taken By Supervisor

CA Number 6911

Responded By Brenda Malsbury/Diane Taylor

Response Date 01/12/2006

Resolution Date 01/13/2006

Customer was upset because the CA and the Supervisor did not follow her voice mail retrieval process.

Assistant Operations Manager apologized and stated that the CA and Supervisor would be counseled. CA and Supervisor were counseled. Customer was satisfied.

Service Complaints--Didn't Follow Voice Mail/Recording Procedure

Inquire Date 01/14/2006

Record ID 10907

Call Taken By Supervisor

CA Number 6912 & 6416

Responded By Diane Taylor

Response Date 01/20/2006

Resolution Date 01/20/2006

Customer was upset with CAs for not following her voice mail retrieval procedure.

Assistant Operations Manager apologized and stated that the CAs would be counseled. CAs were counseled and customer was satisfied.

Service Complaints--Didn't Follow Voice Mail/Recording Procedure

Inquire Date 01/17/2006

Record ID 10910

Call Taken By Customer Service Rep

CA Number 6232

Responded By Tina Collingham

Response Date 01/17/2006

Resolution Date 01/17/2006

Customer was upset because the CA did not type "answering machine" before requesting the customer to type her message. Customer also had a question about her equipment.

Customer Service apologized and stated that the CA would be counseled. Customer Service assisted the customer with her questions regarding her equipment. CA was counseled and customer was satisfied.

Service Complaints--Didn't Follow Voice Mail/Recording Procedure

Inquire Date 01/25/2006

Record ID 10917

Call Taken By Operations Mgr

CA Number 6442

Responded By Barb Handrup

Response Date 01/25/2006

Resolution Date 01/25/2006

Customer was upset that the CA and Supervisor did not follow the voice mail retrieval procedure correctly.

Relay Manager apologized and stated that the CA and Supervisor would be counseled. CA and Supervisor were counseled and customer was satisfied.

Service Complaints--Didn't Follow Voice Mail/Recording Procedure

Inquire Date 02/07/2006

Record ID 11016

Call Taken By Supervisor

CA Number 6911

Responded By Diane Taylor

Response Date 02/07/2006

Resolution Date 02/07/2006

Customer stated that the CA did not properly check her voice mail. Customer stated that she is going to contact the Assistant Operations Manager.

Assistant Operations Manager apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--Didn't Follow Voice Mail/Recording Procedure

Inquire Date 03/09/2006

Record ID 11166

***Call Taken By Customer Service Rep
CA Number***

Responded By Tina Collingham

Response Date 03/09/2006

Resolution Date 03/10/2006

Customer was trying to retrieve a message from her voice mail and was told she could not, as there were no messages available. Customer was upset as when she redialed to get the messages, she felt they had been erased.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer understood.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 05/06/2006

Record ID 11686

***Call Taken By Lead CA
CA Number***

Responded By Tina Collingham

Response Date 05/09/2006

Resolution Date

Customer requested a profile to be set up with Comcast as their long distance provider.

Lead CA forwarded the information to Customer Service. Customer Service has contacted the carrier in regards to this issue. Comcast stated that their digital system does not allow them to be accessible through the relay at this time. Customer Service informed the customer of the status of Comcast. Customer understood.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 05/29/2006

Record ID 11719

***Call Taken By Lead CA
CA Number***

Responded By Danielle Phillips

Response Date 05/29/2006

Resolution Date

Customer has Comcast as their long distance provider and would like to set up a carrier of choice profile for Comcast.

Lead CA forwarded the information to Customer Service. Customer Service has contacted the carrier in regards to this issue. Comcast stated that their digital system does not allow them to be accessible through the relay at this time. Customer Service informed the customer of the status of Comcast. Customer understood.

Technical Complaints--Miscellaneous

Inquire Date 11/26/2005

Record ID 10617

***Call Taken By Lead CA
CA Number 6948***

***Responded By Tina Collingham/Wayne
Heinerman***

Response Date 11/29/2005

Resolution Date

Customer uses a 1010 access number that had worked previously through the relay and is no longer working. Customer stated that the CA was unable to place his call.

Lead CA did a test call and it was not successful. Lead CA stated that this information would be forwarded to the technical department. Technical department investigated the problem and is continuing to work on a solution. Customer Service set up a profile for the customer to allow his calls to go through.

Technical Complaints—Miscellaneous

Inquire Date 02/26/2006

Record ID 11120

Call Taken By Lead CA

CA Number

Responded By Amanda Trapp/Tina

Collingham

Response Date

Resolution Date

Customer stated that the CA was unable to place a call using the (*) key as a number when dialing *86. Customer was upset that the relay was not able to place these calls and wanted to file a complaint.

Supervisor apologized and explained that the CA was unable to process this call because the relay must have a 10 digit number to place their call. Customer understood.

Technical Complaints—Miscellaneous

Inquire Date 04/03/2006

Record ID 11518

Call Taken By Operations Mgr

CA Number

Responded By Barb Handrup

Response Date 04/03/2006

Resolution Date

Customer was upset because when she dialed Rhode Island Relay Customer Service she reached a different center. She was confused as to why this would happen.

Relay Manager apologized and stated that the technical department would check the Customer Service office telephone system. The technical department was able to resolve this issue within 24 hours by setting the timer to allow telephone calls to be answered in the appropriate center. Customer was satisfied.

Technical Complaints—Miscellaneous

Inquire Date 05/25/2006

Record ID 11717

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 05/25/2006

Resolution Date 05/25/2006

Customer was upset that CA hung up on her in the middle of the call.

Customer Service apologized and stated that the relay had experienced technical difficulties and that the CA did not hang up on the caller. The issue was resolved at that point and Customer Service suggested that the customer place their call again. Customer understood.
